



STATE OF HAWAII

**PROGRAMS AND SERVICES
MANUAL
FOR PERSONS WITH
DISABILITIES**

**DISABILITY AND COMMUNICATION
ACCESS BOARD**

Linda Lingle, Governor
Chiyome L. Fukino, Director of Health
Lucy Miller, Ph.D., Chairperson
Francine Wai, Executive Director

April 2004

This Manual was originally published in March 1999 by the Commission on Persons with Disabilities.

The November 2003 edition updated reference agencies, phone numbers, etc., and is being republished by the Disability and Communication Access Board, the successor agency to the Commission on Persons with Disabilities. The April 2004 edition made technical, non-substantive changes.

The 1999 and the 2003 edition should be replaced by this version.

TABLE OF CONTENTS

PART I

GENERAL REQUIREMENTS

Chapter

- 1 Access to programs and services**
 - 1.1 Introduction
 - 1.2 People with disabilities protected under the law
 - 1.2.1 Person with a physical or mental impairment
 - 1.2.2 Person with a record of impairment
 - 1.2.3 Person regarded as having an impairment
 - 1.2.4 Qualified person with a disability
 - 1.3 Customer service needs of people with disabilities
 - 1.3.1 Individuals with mobility impairments
 - 1.3.2 Individuals who are blind or have low vision
 - 1.3.3 Individuals who are deaf, hard of hearing or deaf-blind
 - 1.3.4 Individuals with chronic health conditions
 - 1.3.5 Individuals with learning challenges
- 2 General nondiscrimination requirements**
 - 2.1 Equal opportunity to participate
 - 2.2 Reasonable modifications of policies, practices, or procedures
 - 2.3 Surcharges and additional requirements
 - 2.4 Integrated settings and separate programs
 - 2.5 Eligibility criteria
 - 2.6 Safety requirements
 - 2.7 Unnecessary inquiries
 - 2.8 Personal devices and services
 - 2.9 Maintenance of accessible features
 - 2.10 Contracting with external organizations and procurement contracts
 - 2.11 Licensing and certification
 - 2.12 Retaliation or coercion
 - 2.13 Association
- 3 Communication access requirements**
 - 3.1 How to choose the type of auxiliary aid or service
 - 3.2 Auxiliary aids and services for people who are deaf or hard of hearing
 - 3.3 Auxiliary aids and services for people with visual impairments
 - 3.4 Auxiliary aids and services for people with cognitive disabilities
 - 3.5 Auxiliary aids for people with speech impairments

PART II

APPLYING THE REQUIREMENTS TO PROGRAMS AND ACTIVITIES OF THE STATE OF HAWAII

Chapter

- 4 Printed information
 - 4.1 Large print
 - 4.2 Braille
 - 4.3 Audiocassette tape
 - 4.4 Computer diskette
- 5 Announcements and publicity materials
- 6 Registration for activities or events
- 7 Catering or banquet services
- 8 Phone services
 - 8.1 Emergency services
 - 8.2 Hot lines and other "special lines"
 - 8.3 Regular phone contact with the public
- 9 Auxiliary services
 - 9.1 Qualified sign language interpreter
 - 9.2 Real-time captioning services providers
 - 9.3 Computer assisted notetakers
 - 9.4 Auxiliary personnel
- 10 Service animals
- 11 Audio and audiovisual communications
 - 11.1 Videotapes
 - 11.2 Public service announcements
 - 11.3 Television programs
 - 11.4 Radio programs
- 12 Facility access
 - 12.1 New construction and alteration of buildings and facilities
 - 12.2 Existing state buildings and facilities
 - 12.3 Private facilities leased by the state
 - 12.4 Components of an accessible site for a program, service or activity

ATTACHMENTS

- A Language and terminology relating to persons with disabilities
- B Good customer service practices when you encounter members of the public who have disabilities
- C Governor's Administrative Directive No. 97-03: Non-Discrimination to Programs, Services, and Activities of the State of Hawaii on the Basis of Disability
- D Governor's Administrative Directive No. 97-02: Communication Access for Persons with Disabilities to Programs, Services, and Activities of the State of Hawaii
- E Communication tips with individuals who are deaf, hard of hearing, or deaf-blind
- F Guidelines for producing materials in print format
- G Guidelines for producing materials in Braille
- H Guidelines for producing materials on audiocassette tape
- H-1 Sample purchase order and invoice for reader services
- I Sample statements for announcements and publicity materials
- J Information on telephone communication devices
- J-1 Sample Telecom Request DAGS Form 1 (9/98) for purchasing a TTY
- K How to use the telecommunications relay service (TRS)
- L Sample statements for registration forms
- M Guidelines for utilizing sign language/English interpreters
- M-1 Sample purchase order and invoice for sign language interpreters
- N Guidelines for utilizing real-time captioners
- N-1 Sample purchase order and invoice for real-time captioners
- O Guidelines for utilizing computer-assisted notetakers
- O-1 Sample purchase order and invoice for computer-assisted notetakers
- P Information on service animals in the State of Hawaii
- Q Information on captioning services and resources
- R Governor's Administrative Directive No. 98-02: Facility Access

- S Information on site (facility) access
- T Information on assistive listening systems

The Disability and Communication Access Board provides access to our activities without regard to race, color, nation origin (including language), age, sex, religion, or disability. Write or call the Disability and Communication Access Board or our departmental Affirmative Action Officer at Box 3378, Honolulu, HI 96801-3378, or at 586-4616 (Voice/TTY) within 180 days of a problem.